Authority - 38 Governmental agencies. . Liugation, hearings. External Higher € · Courts By: of the state of th 26 Ø Internal Support - 30 Comprehensive System Template Convening for External ADR - 24 · External Vendors - 34 (Alternative Dispute · Specialists - 32 Internal Mediators Human Resources Figure 1 Resolution) Legal Department \mathfrak{S} ල Cmbudsman Peer Review Menu includes: · Arbitration · Mediation · Mini Trial Includes: 7 Site-Based _ 22_ Resolution managers, customers $\widehat{\Xi}$ anyone in conflict. Higher authority encouraged first · Collaboration - Gate By the parties: · Employees, negotiation, (individual mediation). initiative, available.

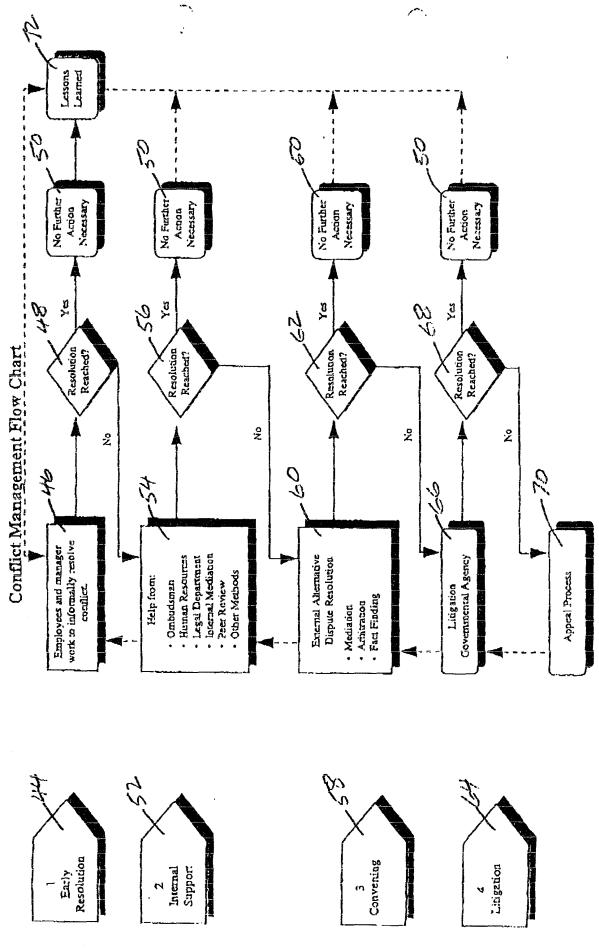
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Fact Finding

= Loop Back or Forward

= Preferred Path

Figure 2



Applies to predictable condicts involving employees and managers, customers, parmers, shareholders, outside parties.

Figure 3.

Conflict Management System:

Process variables: Roles and Policy

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Responsibilities Documentation

Selection 4

Education and

Training Support vå

Evaluation

Ourcome variables (for each box);

Utilization

Resolution

Expenses 'n

4. Satisfaction

